

**RELOCATION
& TRANSITION
PROGRAM MANAGER
GS-0101-11**

**FAMILY SERVICES
CENTER**

RELOCATION AND TRANSITION PROGRAM MANAGER (GS-0101-11)

INTRODUCTION

The incumbent serves as the Program Manager for the command/FSC Relocation and Transition Programs. This position includes managing: Relocation Assistance Program(RAP), Transition Assistance management Program (TAMP) and Spouse Employment Assistance Program (SEAP). In this capacity the incumbent plans, directs, coordinates, trains, consults, publicizes and coordinates congressionally mandated RAP, TAMP and SEAP within the Family Service Center (FSC) at the command. These services are available to the service member and family members.

MAJOR DUTIES AND RESPONSIBILITIES

40% - Plans, directs and implements a comprehensive installation TAMP/RAP and SEAP providing a full range of services, benefits, programs, information and assistance to relocating, transitioning and retiring military personnel and their family members. Coordinates all appropriate on and off base resources to provide a comprehensive program including Information and Referral (and follow up), Education and Training, and Counseling. Coordinates the Retired Activities Officer (RAO) program.

Establishes the installations RAP/TAMP/SEAP goals, objectives and procedures and coordinates the same with all appropriate installation resources, such as command career counselor (CCC), Education Service Office (ESO), Personnel Support Detachment (PSD), Civilian Personnel Office (CPO), Housing Referral Office (HRO), etc. Serves as overall coordinator for all RAP/TAMP/SEAP programs and services.

Performs RAP/TAMP/SEAP needs assessments, data analysis, plans/coordinates/implements workshops, programs and services in response to identified needs, evaluates effectiveness of the workshops/services/programs provided and reports program progress to FSC director.

10% - Designed effective marketing strategy and public relations program to ensure target population is informed of all RAP/TAMP/SEAP programs and policies. Using the Relocation Assistance Coordinating Committee (RACC) as a forum for both RAP and TAMP, the program manager initiates meetings to discuss problems of the service population and their families and formalizes the results of the meetings through development of a resource network. In addition, significant coordination efforts are required to define the role and responsibility of potentially overlapping responsibilities of activities on the installation, such as military and civilian personnel offices, hospital services, etc.

10% - maintains updated automated resource information base on RAP/TAMP/SEAP services/resources available on installation and in the local community, to include both

State and Federal, and maintains a current network of services and trends in the relocation, transition and employment industries, worldwide.

10% - During less peak relocation/transition periods (when immediate displacement actions are minimal), incumbent is engaged in proactive public relations efforts. The incumbent represents the interests of the population service by initiating contacts that establish conditions for cooperative relationships with other agencies, associations, businesses, educational institutions within and outside the immediate geographic parameters of the installation. These may include organizations such as: local employment agencies, State Departments of Health and Human Services, the Department of Veteran's Affairs, international human resources companies and corporate job placement services.

Serves as installation coordinator for Department of Labor (DOL) Transition Assistance Program (TAP). This will include scheduling TAP seminars in coordination with the state employment commission representative; making facility arrangements to include an appropriate seminar room and any audio-visual equipment; maintaining list of participants and publicizing TAP in base newspapers, daily bulletins, etc. At installations where DOL cannot yet provide services, incumbent will deliver the TAP workshop.

Provides oversight for the development, implementation and maintenance of the RAP/TAMP/SEAP portions of the FSC management information system. Prepares required narrative and statistical reports on RAP/TAMP/SEAP.

Develops and writes appropriate instructions, policy, program guidance, and materials for the RAP/TAMP/SEAP programs. Develops and writes technical instructions and administrative materials governing program requirements, procedures and funding. Serves as overall coordinator for all relocation and transition assistance programs and services. Performs data analysis, evaluates effectiveness of the services provided and reports program progress to the FSC director.

10% - Incumbent interviews/counsels (or ensures that subordinate staff do so) individuals and their families to identify their goals, plans and needs and to provide them with sufficient information from internal and external resources that will direct them to the appropriate service provider. The range of referral options include career options; financial assistance; continuing education; assistance with housing and transportation needs associated with relocation, etc.

10% - Supervises subordinate staff, provides guidance and leadership. Ensures that goals of command RAP/TAMP/SEAP are met most effectively and efficiently by staff. Ensures staff are well trained in duties and understand the requirements/realities of mobile military lifestyle and impact of mobility/transition on personnel and families.

5% - Plans, programs, monitors and tracks RAP/TAMP/SEAP resources (funding, materials, equipment). Identifies resources required to support program; prepares annual budget input/reports.

10% - Prepares narrative and statistical reports as required.

5% - Performs miscellaneous duties as assigned.

KNOWLEDGE REQUIRED FOR THE POSITION

Understanding of Navy policies and procedures impacting personnel and families.

Knowledge of other FSC programs, to include: Information and Referral, financial counseling, the Family Advocacy Program, Ombudsman Program, Wive's Clubs, personal/family counseling, Retired Affairs, Relocation, Spouse Employment, etc.

Ability to review, establish and develop comprehensive programs on a variety of topics dealing with relocation, employment/transition and retirement issues as they relate to the on-going and changing needs of the highly mobile Navy family. Experience in training, counseling and education.

Knowledge of individual and family needs and interpersonal relationships and how military families have to adapt to the stages of relocation/transition; diverse geographic, economic and cultural world communities; and the on-going and changing needs required by the highly mobile Navy lifestyle.

Understanding of management practices and procedures for needs assessment, program development, program implementation, program analysis, planning and evaluation.

Ability to develop, analyze, evaluate, plan organize and present facts and recommendations in clear, concise and logical terms, both orally and in writing.

Ability to absorb new knowledge and to adapt to changing conditions quickly.

Knowledge and experience as a supervisor, managing subordinate staff to achieve organizational goals.

Knowledge of diverse occupations and employers in the assigned geographical area to match applicants skills to available or potential job openings.

Knowledge of interviewing techniques to assess the qualifications of candidates and determine career objectives.

Skill in counseling individuals concerning difficulties encountered in relocation/transition and finding employment and assisting them in overcoming certain obstacles and barriers.

Knowledge of the techniques and principles to develop a variety of workshops involving relocation, transition and career issues and interpersonal skills.

A basic knowledge of microcomputers to train lower level employees to input and manipulate data.

Ability to analyze program effectiveness through a variety of reports and study techniques, i.e., questionnaires.

Skill in stress management and ability to assist active duty personnel and family members reduce the inherent stress which accompanies relocation, transition and a mobile lifestyle.

A professional knowledge, such as may have been gained through a degree in social services or related field.

SUPERVISORY CONTROLS

Supervision is provided by the FSC Division director, who provides general program guidance and resources. Supervision is general in nature. Work is evaluated in terms of overall program effectiveness, soundness of recommendations and effective use of resources. Assignments for the most part are self generated and the incumbent is expected to distinguish that which should be referred for completed action. These actions are based on the incumbent's technical competence, education, and experience described in this position description. Assistance from the supervisor is sought on problems of policy changes or coordination between Navy staff agencies and only after the incumbent has attempted to coordinate the issue on his/her own and met with negative acceptance. Special projects and assignments are occasionally assigned to the incumbent by his/her supervisor or higher authority, to specifically resolve, coordinate and expedite a project.

GUIDELINES

Incumbent is guided by knowledge of FSC and command priorities and commitments; of the FSC/command internal organizational procedures; of related Navy and DoD directives; and of established section program guidelines. Due to the unique nature of many situations incumbent faces, he or she must rely on independent judgement.

COMPLEXITY

Incumbent must daily respond to and influence situations initiated by Headquarters, or the immediate need of staff or transitioning program customers. Additionally the incumbent must be able to incorporate and rapidly adapt to changing facts, priorities and procedures. Situations are frequently unique in all aspects, involving many feasible options for resolution. Liaison and planning are multi-leveled and often long-term and can involve extensive research, coordination of both information and people and timely follow-up.

SCOPE AND EFFECT

The technical expertise and management of the RAP/TAMP/SEAP by the incumbent potentially impacts at any one time on 100% of the Navy population during relocation, separation and retirement. The program will impact the attitudes and adjustment of the military member and family from the time they enter the military until long after they

leave. The existence of transition, employment and relocation assistance for members and family members will provide competitive benefits to attract and keep the best qualified military personnel. Advanced career planning for separatees and retirees helps create smooth, successful and realistic transitions. Employees who leave jobs/careers under positive circumstances talk favorably about their previous employer. This work affects Navy life in general and has long term impact on recruitment, quality of life, readiness and retention.

PERSONAL CONTACTS

Contacts include senior military and civilian employees of the Navy and other department of Defense and non-DoD agencies to inform and coordinate for the purpose of promoting and enhancing the Navy's RAP/TAMP/SEAP. Contacts with civilian companies and communities and the private sector provide up-to-date employment and transition information and develop region wide networks. Incumbent coordinates with Navy programs and organizations such as other FSCs, Public Affairs Office, COP, the Ombudsman Program, CO/XO wives, Navy Wives' clubs, etc. for the purpose of disseminating information on RAP/TAMP/SEAP.

Contacts are for the purpose of informing Navy decision-makers and persuading them in favor of the development and implementation of the RAP/TAMP/SEAP. Civilian company and community contacts assure that relocating and transitioning families receive consistent and high quality services from the beginning to the end of their career and in all geographic locations.

PHYSICAL DEMANDS

The work is mostly sedentary; however, some walking and bending is necessary. Travel is required to attend conferences and training workshops.

WORK ENVIRONMENT

The work is performed in an office environment.